



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

March 11, 2009

Dave Trudeau, Director of Operations  
MultiProbe, Inc.  
819 Reddick Street  
Santa Barbara, CA 93103

Dear Mr. Trudeau:

**RE: FINAL MONITORING VISIT REPORT – MULTIPROBE, INC. - ET08-0395**

|                               |   |
|-------------------------------|---|
| <b>Date of the Visit:</b>     | 03/5/09   |
| <b>Beginning/Ending Time:</b> | 11:00 a.m. - 1:30 p.m.  |
| <b>Date of Last Visit:</b>    | 07/15/08  |
| <b>Visit Location:</b>        | Santa Barbara   |
| <b>Persons in attendance:</b> | Dave Trudeau, Director of Operations, MultiProbe, Inc.<br>Shannon Hawtrey, Receptionist, MultiProbe, Inc.<br>Lan Vuong, ETP Project Analyst |
| <b>Action Required:</b>       | No  |

## **CONTRACT INFORMATION:**

|   |                     |                          |          |
|---|---------------------|--------------------------|----------|
| <b>Term of Agreement:</b>               | 03/03/08 – 03/02/09 | <b>Agreement Amount:</b> | \$56,160 |
| <b>Training Start Date</b>              | 03/04/08            | <b>No. to Retain:</b>    | 36       |
| <b>Date Training must be completed:</b> | 12/02/08            | <b>Range of Hours:</b>   | 8 – 60   |
| <b>Type of Trainee:</b>                 | Retrainee           | <b>Weighted Average:</b> | 60       |

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## **FINAL REPORT SUMMARY**

### **• HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on April 25, 2008, and training began on March 4, 2008. Ms. Hawtrey reported that all training was completed on December 1, 2008, which allowed for the 90-day retention period to be completed within the term ending date of the Agreement – March 2, 2009.

### **• FINAL PROJECT STATISTICS**

Your Agreement contains a variable training plan, which means that reimbursement will be based on the total actual number of training hours completed by each trainee between 8 and 60 training hours. There will be no reimbursement for any trainee who does not complete a minimum of 8 hours of training from the approved curriculum.

Although Chart 1, Exhibit A of the Agreement, specified that there would be 36 trainees to be retained, Ms. Hawtrey reported that only 29 trainees completed training and the 90-day retention period. This resulted in a completion rate of 80 percent with approximate earnings of \$22,217 which is 40 percent of the Agreement amount.

The following chart shows a breakdown of training hours and projected reimbursement as shown on the ETP Online Tracking System:

| TYPE OF TRAINING | HOURS COMPLETED | PROJECTED REIMBURSEMENT |
|------------------|-----------------|-------------------------|
| Class/Lab        | 854.5           | \$22,217                |
| Total            | <b>854.5</b>    | <b>\$22,217</b>         |

To date, your company has received \$6,786 in progress payments; therefore you will receive an additional \$15,431, if the anticipated number to retain is verified during the final fiscal closeout.

Ms. Hawtrey informed the Analyst that she will submit the final contract closeout invoice and associated documents to ETP on or before the close of business on **April 2, 2009**.

### **• INTERVIEW WITH CONTRACTOR'S REPRESENTATIVE**

Ms. Hawtrey provided the following reasons why MultiProbe, Inc. was unable to complete training for the 36 trainees specified in the Agreement: trainees left the company before completing a minimum of 8 training hours; and the company was unable to release employees for training due to production needs.

Ms. Hawtrey reported that although MultiProbe, Inc. did not earn 100 percent of the available funds, the training provided increased employee skills in Continuous Improvement, Business Skills, and Computer Skills, which helps ensure that the company meets the quality standards required by the industry. They enjoyed the training and found it beneficial not only to their job duties, but to the company as a whole. She also stated that she did not experience any problem with ETP record keeping and that ETP staff was very helpful in providing assistance in the administration of this project.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

|  |    |                      |    |
|--|----|----------------------|----|
| Trainees Started Training:                 | 36 | Completed Training:  | 29 |
| Trainees Enrolled:                         | 36 | In Retention Period: | 0  |
| Dropped Following Enrollment:              | 7  | Completed Retention  | 29 |
| Completed Minimum Hours for reimbursement: | 29 |                      |    |

The project statistics provided by you matches those listed on the ETP Contract Status Report.

**TRAINING RECORDS**

Ms. Vuong conducted a random sampling of ten trainees who completed training and retention. Records reviewed validated the completion of the training hours required in this Agreement. Records show that these trainees completed between 8 and 60 total training hours and the completed hours matches those posted on the ETP Online Tracking System. Records reviewed confirmed that the Agreement curriculum was provided as specified and the ratio of trainer to trainee delineated in the Agreement training plan was adhered to.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

**AUDIT**

Your company will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk review. These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters.

To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Please contact Lan Vuong within ten (10) working days at (818) 755-1306 or by email at [lvuong@etp.ca.gov](mailto:lvuong@etp.ca.gov) if you have any questions or comments.

Sincerely,

**Signature on file**

Dolores Kendrick, Manager  
North Hollywood Regional Office

**Signature on file**

Lan Vuong, Project Analyst  
North Hollywood Regional Office

cc: Shannon Hawtrey, Receptionist, MultiProbe, Inc. (via email)

David Guzman, Chief, ETP Program Operations Division (via email)  
Kulbir Mayall, Manager, Fiscal and Certification (via email)

Master File  
Project file

Date report mailed to Contractor 3/19/09